



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE NC 28542-0004

IN REPLY REFER TO:
5000
CLRC/IDCC
12 Jul 11

INFORMATION PAPER

Subj: CAMP LEJEUNE IDENTIFICATION CARD CENTER (IDCC)

Ref: (a) BO 5512.1C

Encl: (1) Valid Forms of Identification

1. The Marine Corps Base Camp Lejeune Identification (ID/Defense Enrollment Eligibility Reporting System (DEERS) center provides administrative assistance for all service members (active/reserve), family members of service members and government employees.
2. Our mission is to enforce regulations and establish procedures for issue and recovery of all identification cards (military and civilian). In addition, the DEERS/RAPIDS provides a computerized information service to the enrollment of individuals eligible for Uniformed Services benefits in order to reduce potential fraud, waste, and abuse associated with obtaining benefits.
3. The Uniformed Services assist each other in verifying certain categories of eligible persons, even if they belong to another parent service. The identification card is not a pass. With on-line connection to DEERS using RAPIDS, Uniformed Services' issuing activities shall verify eligibility, enroll individual in DEERS, and issue the ID card upon presentation of proper documentation for:
 - Active Duty members, retired members, and members of the Reserve components on Active Duty in excess of 30 consecutive days.
 - Retired Reserve members who have reached their 60th birthday.
 - Family members of military sponsors on Active for more than 30 consecutive days.
 - Family members of Retirees (with pay).
 - Family members of Ready Reserve (Selected, Individual and standby Reservists)
 - Family members of Retired Reservists, who have qualified for retired pay at age 60, yet have not reached age 60.
 - Unremarried or Unmarried Former Spouses previously enrolled in DEERS.
 - Medal of Honor recipients and their eligible family members.
 - One hundred percent Disabled Veterans (DAVs) and their family members.
 - Former members having reached age 60 and in receipt of retired pay for non-regular service, and their family members.

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4. Registration in DEERS. Military sponsors are automatically registered in DEERS, but they must take action to register their family members and ensure they're correctly entered into the database. Mistakes in the DEERS database can cause problems with TRICARE claims, so it is critical to maintain your DEERS information.

5. Verifying and Updating DEERS Information. You can verify your DEERS information by visiting your nearest RAPIDS Site (ID card facility). Sponsors or registered family members may also make address changes at <https://www.dmdc.osd.mil/appj/address/index.jsp>, however, only the sponsor can add or delete a family member from DEERS, and proper documents are required such as a marriage certificate, divorce decrees for all prior marriages, Social Security Cards and/or letter from the Social Security Administration with SSN annotated and birth certificate.

6. To update your DEERS information. Locate the nearest RAPIDS Site at: <http://www.dmdc.osd.mil/rsl/owa/home> or contact the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552. You can fax address changes to DEERS at 1-831-655-8317 or mail to the Defense Manpower Data Center Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. Go online to Tricare to update your information: <http://www.tricare.mil>.

7. Required documents mandatory for an identification card and/or common access card. Per the attachment, all eligible patrons must provide two forms of identification. The primary document must be a valid photo ID. (ALL DOCUMENTATION MUST BE ORIGINAL OR CERTIFIED TRUE COPIES!!!!) COPIES OF CERTIFIED TRUE COPIES ARE NOT ACCEPTABLE!!

INITIAL CAC ISSUE

Military IDs (Geneva Convention Identification Card)

- Entered into DEERS from military service tape
- Two valid forms of identification

Civilian CAC

- Entered into DEERS via the DCPDS from Civilian Personnel
- Two valid forms of identification

Contractor's CAC

- Entered into DEERS via CVS (Contractor's Verification System)
- Two valid forms of identification

INITIAL ENROLLMENT OF DEPENDENT ID CARDS

New Spouse

- Sponsor must be present (Military or Retired member)
- State Certified Marriage Certificate
- Social Security Card

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- Divorce decree from one or both parties, if applicable.
- Two valid forms of identification
- Birth Certificate

Newborns

- Sponsor (Military or Retired member); if sponsor is unavailable, must have Power of Attorney.
- Only sponsors can add child born out of wedlock
- Birth Certificate/Certificate of Live Birth (Naval Hospital Only)
- Social Security Card (applies to children three months and over)

Stepchildren

- Marriage Certificate
- Birth Certificate
- Social Security Card
- Two valid forms of identification

Wards and Foster Children

- Dependency Determination/Approval from HQMC
- Birth Certificate
- Social Security Card
- Two valid forms of identification

RENEWAL OF CAC'S

Military IDs (Geneva Convention Identification Card)

- Entered into DEERS from military service tape
- Two valid forms of identification

Civilian CAC -Update 30 days prior to expiration date.

- Two valid forms of identification
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Contractor's CAC - Update information in the CVS with new expiration date.

- Two valid forms of identification

RENEWAL OF DEPENDENT ID CARDS

Spouse and Children (10 to 20 years of age)

- Sponsor (Military or Retired member) or Power of Attorney or DD Form 1172 notarized.
- Two valid forms of identification

Children (Over 21 years of age)

- Sponsor (Military or Retired member) or Power of Attorney
- Letter from school Registrar stating full time and anticipated graduation date
- Two forms of identification

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LOST ID CARD/CAC

Military IDs (Geneva Convention Identification Card)

- Entered DEERS from military service
- Two valid forms of identification
- Lost ID Card Statement verified company or higher level authority
- Civilian or Military Police report from the place the ID Card was lost or stolen.

Civilian CAC

- Entered into DEERS via the DCPDS from Civilian Personnel
- Two valid forms of identification
- Civilian or Military Police report from the place the ID Card was lost or stolen.

Contractor's CAC

- Entered into DEERS via CVS (Contractor's verification System)
- Two valid forms of identification
- Civilian or Military Police report from the place the ID Card was lost or stolen.

Spouse and Children (10 to 20 years of age)

- Sponsor (Military or Retired member) or Power of Attorney or DD Form 1172 notarized.
- Two valid forms of identification
- Civilian or Military Police report from the place the ID Card was lost or stolen.

Children (Over 21 years of age)

- Sponsor (Military or Retired member) or Power of Attorney
- Letter from school Registrar stating full time and anticipated graduation date
- Two forms of valid identification
- Civilian or Military Police report from the place the ID Card was lost or stolen.

8. Changes recently incorporated at the Camp Lejeune IDCC.

The DoD owned computer work stations were moved from the NMCI network to the local MAGTF Regional Area Network (MRAN) and bandwidth modifications increasing bandwidth by 90% were completed on 3 November, 2008.

- A separate location in bldg 60, room 143 (of the Camp Lejeune Reception Center) began issuance of Non-CAC Contractor badges on 17 November, 2008. The hours of operation for this office will be Monday -Friday 0730 -1330. This will eliminate a number of customers who were formerly integrated within the general populace of active duty, reserve, dependent, retiree and civilian employees who receive service.

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- An electronic numbering system was installed on 17 November, 2008. This system will automatically and efficiently direct customers to one of the various eleven work stations and should improve efficiency in that regard.
- The current appointment system allocation has been changed from 32 to 48 appointments daily. We are experiencing a no-show rate which varies from five to twenty-five percent. We will however keep the reservation system in place and with the aforementioned implemented changes we believe the current no-show rate will be eradicated.
 - Updating the IDCC website to provide adequate information concerning and appointment website to meet the needs of the customer.
 - An ID Card Center satellite office with one station was opened at Courthouse Bay on 29 October, 2008 and another at Stone Bay on 5 July 2011; hours of operation are 0730-1600, Monday through Friday at both locations.

9. Our hours of operation at the Camp Lejeune IDCC are 0630-1800, Monday through Thursday, and 0630-1600 on Fridays. Reservations can be made from 0900-1500 at <https://es.cac.navy.mil/>. Make an appointment for every CAC, and every two dependent ID Cards needed.

10. The points of contact are Mr. Wilson Taylor or Mr. Michael Cline at (910) 451-4223 or Mr. Rick Singleton at (910) 440-6530.



W. M. JOSEPH
Director, CLRC



T. SUITER
Supervisor, IDCC